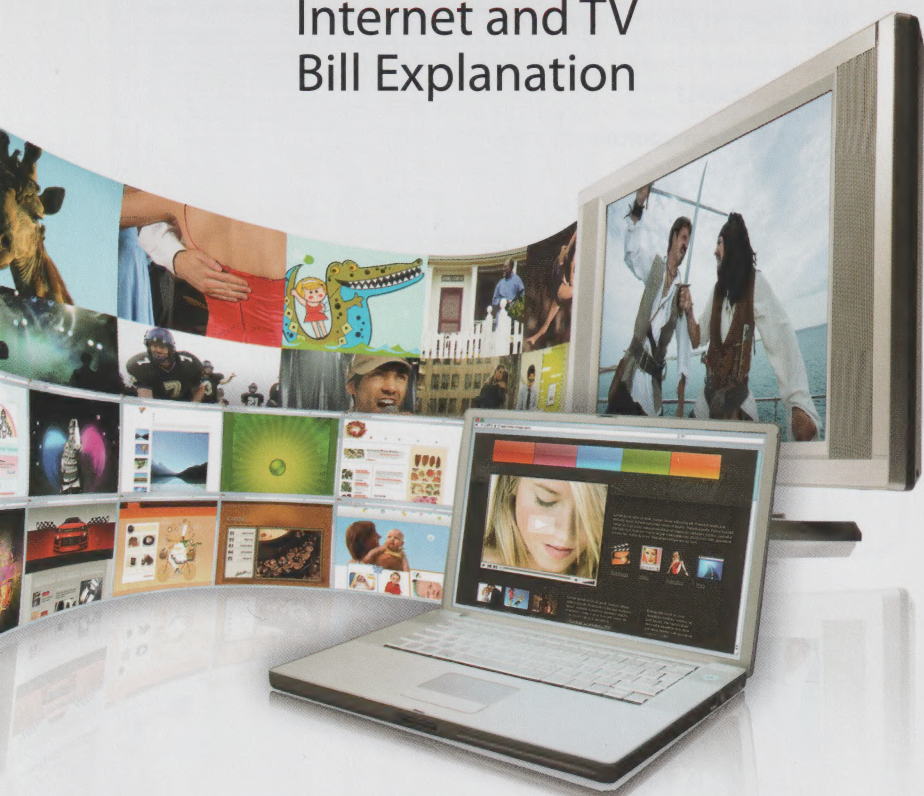


FiOS®

Internet and TV Bill Explanation



Verizon **FiOS**



How to read your Verizon FiOS bill.

As part of our commitment to providing you with the best online experience possible, we want to make sure that you're up to speed on every aspect of your service — and that includes your bill.

Your first Verizon FiOS statement will look similar to one of the bill images in this guide, which also includes a breakdown of the fees that may appear on your monthly statement. We hope this helps to simplify things and gives you an idea of what to expect when your first Verizon FiOS bill arrives in the mail.

If your Verizon FiOS service is billed to your credit card, you will see a single line item charge on your credit card bill for the total amount.


Have questions?

Visit **fioshelp.verizon.com** for more information.

Note: All prices are illustrative and do not reflect actual charges you will see on your bill.

If you did not have Verizon High Speed Internet (HSI) or Dial-up.

Since Verizon bills one month in advance, your first bill includes charges for both the partial first month and the full second month of service. This means that you'll see two charges for your monthly Verizon FiOS service: one is a prorated charge for service from the date your service started through the end of your first billing cycle; the other is for a full month of service. Your subsequent bills will include charges for a single month only. Your first bill may also include a one-time setup fee. If you qualify for a promotional price or any other credits, this amount will appear as a line item on your bill. Depending on the package you ordered, you may also see installation or equipment charges on your first bill.



Bill Date: March 21, 2008
Telephone: (555) 555-5555
Account: 01 2345 6789101112 13

Verizon Online

This portion of your bill is provided as a service to Verizon Online.

Helpful Numbers

For billing inquiries on Verizon Online, please call 1-888-553-1555.

Welcome to Verizon Online!

We hope you're enjoying your new Internet service. Please note that services with a monthly charge are billed one month in advance. Your first bill may be higher because it includes billing for the days of service you've received up to this bill date, plus the charges for the following month. Your second bill will reflect charges for one month. You can find a complete guide to reading your Verizon Online bill on the Web at verizon.com/bill. For other billing questions, please call Verizon Online Customer Support.

New Charges: March 12 to April 21

Broadband Services	
1. Verizon FiOS Internet (03/12-03/21)	\$15.99
2. Verizon FiOS Internet (03/22-04/21)	42.99
3. Activation Fee at \$29.99 Payment 1 of 3	9.99
4. Additional PC/Laptop Installation at \$89.99 Payment 1 of 3	29.99
5. State Tax	4.39
6. City Tax	1.46
Total	\$104.81

Verizon Online Charges

These are the charges for your monthly Verizon FiOS service:

- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

One-time Charges

You may see a one-time charge to activate your service and for installation of Verizon FiOS Internet on an additional computer if you requested this service. As an added convenience, all one-time charges are billed in three monthly installments.

Total

In this example, although the total for the first statement is \$104.81, this customer's normal monthly total will be \$48.84.

Taxes

These are monthly taxes and fees Verizon collects on behalf of the area in which you live. You will only see the taxes and fees if they apply in your area.

SAMPLE BILL - DO NOT PAY

If you previously had Verizon High Speed Internet (HSI) or Dial-up.

Since you changed your service from Verizon HSI or Dial-up to Verizon FiOS Internet, your next bill will include charges for a partial month, plus a full month of Verizon FiOS service, and a credit for a partial month of HSI or Dial-up. Verizon FiOS monthly charges are billed one month in advance. If you qualify for a promotional price or any other billing credits, this amount will appear as a line item on your bill. Depending on the package you ordered, you may also see installation or equipment charges on your first bill.



Bill Date: March 21, 2008
Telephone: (555) 555-5555
Account: 01 2345 6789101112 13

Verizon Online

This portion of your bill is provided as a service to Verizon Online.

Helpful Numbers

For billing inquiries on Verizon Online, please call 1-888-553-1555.

New Charges: March 21 to April 21

Broadband Services

1. Verizon FiOS Internet (03/12-03/21)	\$15.99
2. Verizon FiOS Internet (03/22-04/21)	42.99
3. Activation Fee at \$29.99 Payment 1 of 3	9.99
4. Additional PC/Laptop Installation at \$89.99 Payment 1 of 3	29.99
5. Disconnect Service Credit	28.61
5. State Tax	3.53
6. City Tax	1.18
Total	\$75.06

Verizon Online Charges

These are the charges for your monthly Verizon FiOS service:

- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

One-time Charges

You may see a one-time charge to activate your service and for installation of FiOS Internet on an additional computer if you requested this service. As an added convenience, all one-time charges are billed in three monthly installments.

Disconnect Service Credit

This is a credit for your Verizon Online HSI or Dial-up service as of the date your Verizon FiOS service began.

Total

In this example, although the total for the first statement is \$75.06, this customer's normal monthly total will be \$48.84.

Taxes

These are monthly taxes and fees Verizon collects on behalf of the area in which you live. You will only see the taxes and fees if they apply in your area.

Verizon FiOS TV Bill



Bill Date: March 21, 2008
Telephone: (555) 555-5555
Account: (555) 555-5555

Verizon FiOS TV

New Charges: March 11 to April 21

Broadband Services

1. FiOS TV Premier (added March 11)	\$15.99
2. Standard Set Top Box Rental (added March 11)	5.85
3. FiOS TV Premier (March 22 - April 21)	47.99
4. Standard Set Top Box (March 22 - April 21)	17.97
5. New Outlet Installation	54.99
6. Activation Fee	29.99
7. State Sales Tax	4.00
8. Peg Grant Fee	6.00
9. Video Franchise Fee	4.41
Total	\$187.19

Total

In this example, although the total for the first statement is \$187.19, this customer's normal monthly total will be \$80.37.

Verizon FiOS TV Charges

These are the charges for your monthly Verizon FiOS service:

- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

One-time Charges

You will see a one-time charge to activate your service and for additional outlet installations.

Taxes

These are monthly taxes and fees Verizon collects on behalf of the area in which you live. You will only see the taxes and fees if they apply in your area.

It's the Network

©2008 Verizon.
Fios® is a registered trademark of Verizon.



CCF80021-BE-04/08